

Remediation Protocol

General Requirements for Remediation Crews

Standard Attire – Our standard attire for all crew members is as follows:

- Logo shirt
- Khaki pants
- Closed toe shoes
- Name badge (optional)

Smoking Policy

- There is no smoking in any company buildings or vehicles.
- There is no smoking in view of customers or their neighbors. If you must smoke, do so on break and place butt in trash to be taken out at the end of the day.

Music

- Music can be played while remediating using an iPod or MP3 player with headphones as long as you meet crew leader and field supervisor's instructions, otherwise the whole team will not be allowed to use these devices.

Lunches and Breaks

- Lunches and breaks must be taken! The reason for this is due to the tediousness of the work being performed. It also provides adequate time for the crew leader to inspect the work performed for productivity, speed and effectiveness.

Personal Protection Equipment

- Personal protection equipment (PPE) is to be worn at all times. This consists of a paper suit, full face respirator and rubber latex gloves. Extreme conditions such as heat and cold will be assessed by the crew leader and necessary hydration and breaks will be taken.

Scope of work

This scope of work is for mold remediation of the finished and unfinished areas.

Mold remediation includes:

- One trip for remediation is important to the protocols due to the lack of proper stopping points that could create cross contamination. Each remediation is different, so a multi-day job requires assessment for stopping points. The standard production per person is 750 S.F. per day minimum.
- American Mold Experts will be required to stop remediation if it discovers that any water intrusions were not fixed prior to remediation.
- Remediation of exposed surfaces only.
- Fogging with MTR94 solution and electro-statically, if needed. Electro-static fogging is used for hard to reach areas and cavities needing treatment. (See YouTube clip for demo of how it works: <http://youtu.be/TVTKv4A8Djk>)
- Apply MTR94 solution while fogging the area to all objects. Wipe down all heavily soiled areas and objects. Heavily soiled areas will be determined by American Mold Experts.
- Final step is to wipe all horizontal surfaces and wipe down walls. There may be a slight residue from the settling MTR94 fog.

- Removal of trash produced by American Mold Experts only.

Exclusions:

- Water and electric is not provided by AME
- Regular ongoing vacuuming or HEPA vacuuming
- Mold remediation of the exterior of the house.
- Cleaning of bathroom fixtures beyond the removal of mold (AME does not scrub toilets)
- Repair any water intrusions
- Any demolition or removal of drywall, flooring, or any other substrate without prior approval
- Removal of trash produced by others
- Stain removal. Please note that the mold will be killed but some staining may remain

Before Remediation

These are the steps for the crew leader to follow before remediation:

1. The Production Manager and/or Crew Leader should review the client folder received from Inside Sales for the job being remediated prior to arriving at the job to insure all supplies and equipment are readied for remediation.
2. Crew Leader is the only one who should talk to the owner. That way there will be no chance for confusion or unrealistic expectations by either side.
3. Crew Leader should talk with owner to get answers regarding: Power, water, and animals.
4. For Residential Clients: Collect balance of payment prior to preparing for remediation. If the owner is not available, stop and call the Mold Advisor to resolve this issue and if they are not available, call the office.
5. Crew members should unload van; fill the foggers and sprayers with MTR94 or other products as instructed by the crew leader. The MTR94 should be shook vigorously prior to filling the foggers and sprayers and at a temperature above 60 degrees.
6. PPE should be readied and prepared for crew members to suit up prior to entering the home or business.
7. Crew Leader is to review the action plan for the remediation by assessing the job scope, assigning the tasks that need to be performed by each crew member and controlling the productivity of each member by inspection at breaks and at lunch.

Interior Remediation (Includes Basement and Garage) Protocol

Safety first - Complete PPE to be worn at all times. This includes but is not limited to respirator, paper suit, and rubber latex gloves.

1. Set up containment to prevent cross contamination.
 - a. Check for leaks, humidity less than 60%, and any other issues that would prevent a successful remediation
2. Seal smoke alarms in zip-lock bags or plastic
3. Residential Clients: Remediate all electronics, oil paintings, leather, and sensitive materials per their specific protocols. Cover with plastic once remediated to protect from MTR94.

4. HEPA Vacuum all porous surfaces except carpets and floor rugs. This includes upholstered furniture, pillows, mattresses, and drapes. Commercial porous surfaces will be HEPA vacuumed to remove dust and debris.
5. Pre-treat all heavy visible mold areas with MTR94.
6. Continuously run fogger with MTR94 solution while remediating.
7. Set fogger on lowest setting, checking air with flashlight to ensure atmospheric saturation. Turn off fogger if room gets overly saturated. Over saturation will join molecules together making them heavier and they will settle too quickly to be effective. Turn fogger back on once heavy fog dissipates. Use Electro-static foggers to disburse fog into hard to reach areas.
8. Wipe all nonporous surfaces, horizontal and vertical, to remove all dust and debris.
9. Apply evenly the MTR94 solution and electro-statically if needed to all objects being cautious to keep all articles "dry". Wipe down all heavily soiled areas and objects.
10. Residential and Commercial as needed: All furniture needs to be cleaned on the underneath side and furniture with drawers need to have the drawers removed and all surfaces sprayed and wiped.
11. Residential and Commercial as needed: Remove all books and items from shelves enabling MTR94 to be applied to all sides of shelving unit, again clean underneath of the bookcase or cabinet. Once remediated, return items to shelves wiping any soiled areas. Fan each book to allow the MTR94 to penetrate the book pages.
12. Set aside and bag any items damaged beyond our capabilities for the owner to assess.
13. Turn off fogger upon completion of the room.
14. Final wipe all horizontal surfaces and wipe down walls of any excess MTR94 and be sure to wipe tops and bottoms of all doors in the room.
15. Wipe down all floors to remove excess residue.
16. If there are cardboard boxes, then they should be placed on non-organic strips to allow air to flow under the boxes. Boxes are a natural attractor of moisture and AME recommends 1" Styrofoam to provide an adequate air space.
17. The production manager or crew leader needs to final check all areas.

Attic Remediation Protocol

Safety first - Complete PPE to be worn at all times. This includes but is not limited to respirator, paper suit, and rubber gloves.

Important Note -Keep hydrated and take necessary breaks when working in extreme temperatures!

1. Set up containment using 6mil plastic to prevent cross contamination.
2. String lights throughout the attic
 - a. Check for leaks, humidity, and any other issues that would prevent a successful remediation
3. Pre-treat all visible mold areas with MTR94
4. Continuously run fogger with the MTR94 while remediating.
 - a. Set fogger on lowest setting, checking air with flashlight to ensure atmospheric saturation.
 - b. Turn off fogger if attic gets overly saturated. Over saturation will join molecules making them heavier and they will settle too quickly.

- c. Turn fogger back on once heavy fog dissipates.
 - d. Electro-static fogging can be used if dust is at a minimum.
- 5. Bag and remove debris.
- 6. When necessary apply H₂O₂ to stained areas.
 - a. PPE consisting of a rain suit, thick rubber gloves, and full faced respirator are required when using H₂O₂
 - b. Cover any items with painters plastic that may become damaged from exposure to H₂O₂
 - c. Apply H₂O₂ evenly to stained substrate.
 - d. Wipe soiled area after letting the H₂O₂ set for 5min.
 - e. Repeat until staining is diminished and H₂O₂ does not bubble.
- 7. Apply MTR94 solution evenly to all substrate being cautious to keep all articles "dry". Wipe down all areas and objects as you go.
 - a. Items in sealed plastic boxes do not need to be individually remediated.
 - b. Items in cardboard boxes or exposed items are to be remediated as if they were interior objects.
 - c. Set aside and bag any items damaged beyond our capabilities for the owner to assess.
 - d. Apply MTR94 solution by electrostatic sprayer if needed to areas that are not dusty and show signs of mold
- 8. Turn off fogger
- 9. Final wipe all horizontal surfaces, pipes, wires, and duct.
- 10. Final check all areas of all crew members and roll up lights
- 11. Clean up any debris in contained area
- 12. Fog contained area
- 13. Remove and bag containment for disposal.

Crawlspace Remediation Protocol

Safety first - Complete PPE to be worn at all times. This includes but is not limited to respirator, paper suit, and rubber gloves.

- 1. Set up containment with 6mil plastic to prevent cross contamination if necessary.
- 2. String lights and verify that there is no standing water, water leaks or high humidity that would prevent a proper remediation.
- 3. Pre-treat all visible mold areas with MTR94
- 4. Continuously run fogger with MTR94 solution while remediating.
 - a. Set fogger on lowest setting, checking air with flashlight to ensure atmospheric saturation.
 - b. Turn off fogger if crawl gets overly saturated. Over saturation will join molecules making them heavier and they will settle too quickly.
 - c. Turn fogger back on once heavy fog dissipates.
 - d. Electro-static fogging can be used if dust is at a minimum.
- 5. Bag and then remove debris.

6. When necessary apply H2O2.
 - a. PPE consisting of a rain suit, thick rubber gloves, and full faced respirator are required when using H2O2
 - b. Cover any items that may become damaged from exposure to H2O2 with painters plastic
 - c. Apply H2O2 evenly to stained substrate.
 - d. Wipe soiled area after waiting 5min for H2O2 to work
 - e. Repeat until staining is diminished and H2O2 stops bubbling upon application.
7. Apply MTR94 solution evenly to being cautious to keep all articles "dry". Wipe down all heavily soiled areas and objects. Pay special attention to joist bracing, duct work, and the underside of the joists
8. Turn off fogger
9. Install new vapor barrier 6 or 10mil if contracted to do so
 - a. Overlap seams 12". Taping seems is an extra.
 - b. Take edges up walls 6". Attaching to the wall is an extra.
10. Fog entire crawl one last time
11. Final wipe all horizontal surfaces, pipes, wires, and duct. Mop up any excess MTR94 off vapor barrier.
12. Final check all areas of all parties involved and roll up lights.
13. Clean up any debris in contained area
14. Fog contained area
15. Remove and bag containment for disposal

HVAC Remediation Protocol

1. Set up containment with 6mil plastic around HVAC to prevent cross contamination if necessary.
2. Turn off HVAC
3. Remove filter
 - a. Bag filter for disposal if necessary.
4. HEPA vacuum all registers as far as you can reach into the ductwork, wipe registers and all cold air returns with MTR94. After cleaning put plastic on all registers except the furthest register.
5. Turn on fan only.
6. Fog return airs with MTR94 solution. Make sure to fog every return air vent.
 - a. Fogger should be set to about 25% open making sure to not puddle.
7. Check furthest register to HVAC unit for MTR94 presence
 - a. Once the presence of MTR94 is at the furthest register close it off again, then open up the rest of the registers one by one following the same process..
 - b. Repeat at all registers.
8. Replace filter
9. Return HVAC controls to original settings

Specialized Substrate Remediation Protocol

LEATHER

14. HEPA vac with brush attachment
15. Wipe down with cut MTR94 solution
16. Light fog and wipe dry immediately with microfiber towel
17. Cover with painters plastic

Oil Paintings

1. DO NOT TOUCH THE PAINTED CANVAS!
2. Wipe down frame with normal MTR94 solution
3. Wipe down back of canvas with cut MTR94 solution
4. Wrap tightly with painters plastic and tape closed

Electronics

1. Fog with electrostatic fogger.
2. Wipe down outside of device with normal MTR94 solution
3. Dry any excess
4. Cover in painters plastic

After Remediation

- Make sure all inspection points are checked and a thorough final quality check is conducted
- Collect all tools and materials from the house/craw/attic and locate them to a predetermined location for inventory and cleaning
- Recheck for tools, brushes, paper towels, trash
- Wipe down any excess while checking
- Leave the "Thank You Card"
 - Interior or if we have access to the home – leave on kitchen counter
 - No access to home – bag on door
- 5 Around
 - Hang flyers on the doors of the 5 houses around the one that was just remediated
- Work order – Job Completion form filled out and turned into Inside Sales along with payment.
- Clean equipment and ready van for the next day's remediation.

Van Equipment and Supplies

Here are the required items to be on the van. The van must be set up for the next day's remediation at the end of every day. It is the responsibility of the crew leader to make sure it is complete.

Note: Below freezing temperatures require a heater be placed in the van to keep the MTR94 stable.

Inventory Items for Van:

1. Remediation Protocols Binder
2. MTR94

- a. Pump and funnel
3. Remedia 1
4. Painters Plastic
5. 6 Mil Poly for Containment
 - a. Utility knives
 - b. Painters Tape
 - c. Duct Tape
 - d. Containment Poles
6. Foggers
 - a. Four total
7. Pump Sprayer
8. Interior Suits
 - a. Sizes for all crew members
9. Attic/Crawl Suits
 - a. Sizes for all crew members
10. Latex Gloves
 - a. All sizes
11. Full Face Respirators
 - a. Extra Cartridges
12. Wall Wipers
13. Scrub Brushes
 - a. Lund Handle for Attics
 - b. Hand Units
14. Paper Towels
15. Hand Mitts
16. Extension Cords
 - a. Two Minimum
17. Step Ladders
 - a. Heights
18. Broom and Dust Pan
19. HEPA Vacuum
20. Trash Bags
21. String Lights
 - a. Extra Bulbs
22. Attic Boards (If necessary)
23. Dehumidifier (If necessary)

Post Remediation Clean-up

Our equipment is essential to our completing remediation proficiently. Therefore, it is imperative to keep equipment in proper working order. Please follow the protocol for proper equipment maintenance.

1. Empty all MTR94 for foggers, pump sprayers and airless sprayers.
2. Run water through each piece of equipment to thoroughly remove MTR94 from the equipment.
3. Wipe down all hand tools, foggers, sprayers and electrical cords to remove dirt and MTR94 residue.

4. Write an incident for all equipment damaged, needing repair or needing to be replaced and turn the report into the GM.
5. Restock van with the supplies needed for the next day's remediation.
6. Company attire must be washed a minimum of weekly and more often is recommended